My Registration ID: _____

My Password: _____

My Program #: _____

RISE Web Portal Time Entry

Utah Family Services

Family Support Professional (FSP) Employee

FSP User Guide

Table of Contents

Introduction & Guidelines 1
Internet & Web Portal Access 2
From a Local Computer
From a RISE Office Computer
Employee Registration 4
Employee Web Portal Access & Sign-in 7
Entering Your Time (Payroll & Client Support Information) 9
Payroll
Client Support Information
Other Employee Entry Information 15
Mileage
Training Hours
Vacation *(Use only if you are a full-time employee and approved to do so by your Supervisor.)*
Sick *(Use only if you are a full-time employee and approved to do so by your Supervisor.)*
Reviewing Your Time Entries 19
Changing Your Time Entries 20
Notes 21

Introduction & Guidelines

Utah Family Support Employees:

Welcome to the RISE Web Portal. Your accurate and timely entry of information into the Web Portal fulfills several essential purposes. It ensures that you are paid correctly for the time you work. In addition, it provides the documentation that RISE has delivered the days/hours (units) of service which they contracted to provide for people in RISE services.

Effective immediately, enter your time worked using the RISE Web Portal. You may use your own home computer, one in the public library, etc., and/or use a RISE office computer in a RISE office nearest you.

Every employee must first register in the RISE Web Portal *before* making time entries.
Registration is a one-time process.

We recommend that you make *daily* entries of your hours worked into the RISE Web Portal. However, we recognize that you may not have access to a computer every day, so the minimum time entry requirements are:

Two times per week, *and* on the 15th and last days of each month

- Before 11:59PM on ***Wednesday and Sunday*** nights
- Before 11:59PM on the ***15th and last days*** of each month

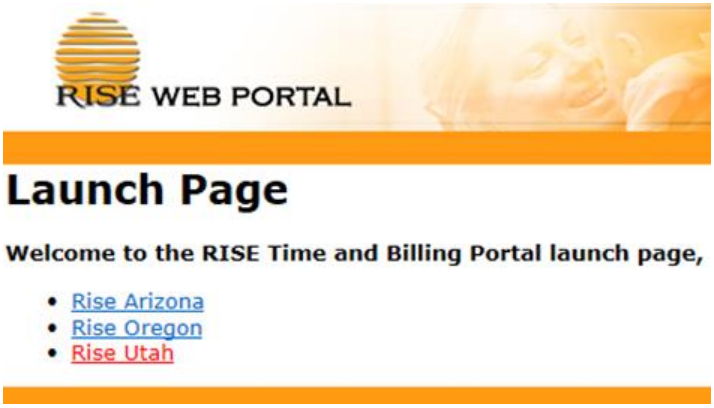
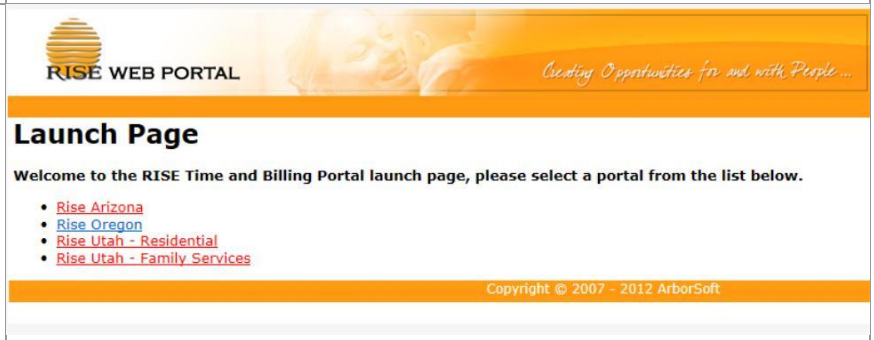
Make use of the Notes section as instructed by your Coordinator/Director.
See instructions for time entries for Mileage and Training hours.
(*Make entries for Vacation and Sick hours only if you are a full-time employee and approved to do so by your Supervisor.)*

Follow the instructions listed in this training packet.

Check with your Coordinator, Director, and/or Resource Specialist if you have questions or need help. Your Supervisor is responsible for checking and approving your time entries and communicating with you about the system.

Internet & Web Portal Access

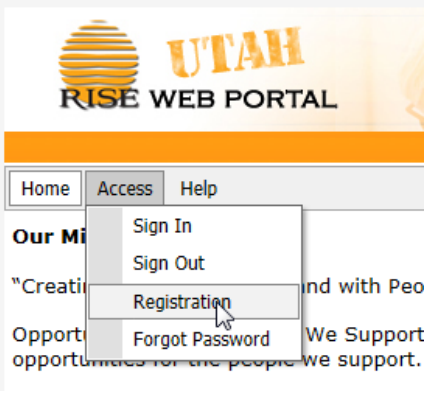
Step	Procedure	Screen or Comment
1.	Turn the computer and monitor on.	
2.	The screen that comes up is called the **desktop**. Many computers will have a shortcut icon to the internet on the desktop. There are several shortcut icons that you may see (for instance, Windows Explorer, Google Chrome, Mozilla Firefox, and Apple Safari). The most common shortcut icon shown to the right is the icon from Windows 7 (it is the icon for Windows Explorer program). If you see this icon on your desktop, double-click it to access the internet. If the computer is not equipped with Windows 7, refer to the computer's user manual to learn how to access the internet.	Windows Explorer Google Chrome Mozilla Firefox Apple Safari
3.	If you do not see the Windows Explorer icon on the desktop and the computer is equipped with Windows 7, click once on the round Windows symbol in the lower left-hand corner of the screen.	
4.	The screen that comes up is called the **home page** chosen for the particular machine you are using. Near the top you will see a line similar to the one shown to the right. The text will normally start with the letters "http." This text is called the **URL** and is the internet address of the home page chosen for the machine you are using.	
5.	Place your cursor inside the text. The entire URL will be highlighted.	

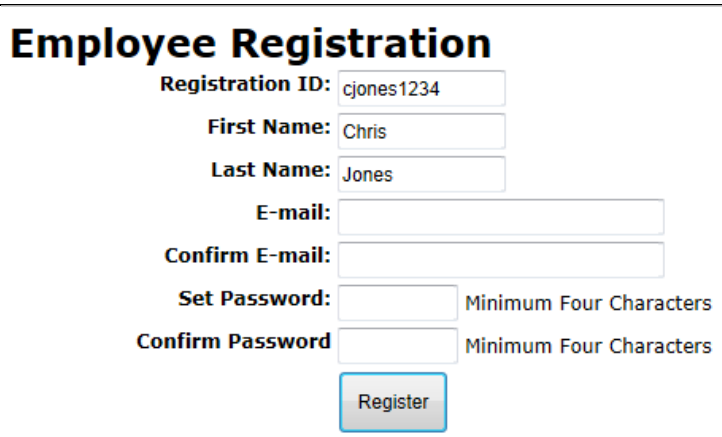
Step	Procedure	Screen or Comment
6.	Press the **Del** (Delete) key on the keyboard to delete the URL.	
7.	Type the URL of the website you want to visit: in this case, http://risebilling.riseinc.net/	
8.	Press the **Enter** key.	
9.	The website URL you typed in will open on the screen. In this case, the RISE Web Portal **Launch Page** opens.	
	Attn: In the near future, you will see this **Launch Page** where Utah will have two divisions. You will select **Rise Utah – Family Services** Everything else remains the same.	 RISE WEB PORTAL Launch Page Welcome to the RISE Time and Billing Portal launch page, please select a portal from the list below. Rise Arizona Rise Oregon Rise Utah - Residential Rise Utah - Family Services Copyright © 2007 - 2012 ArborSoft

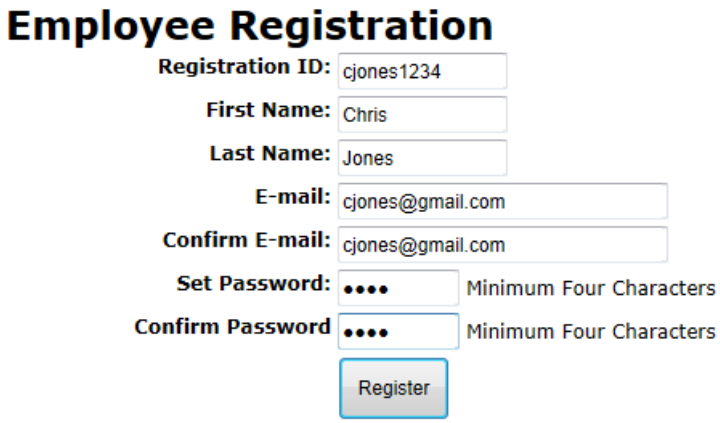
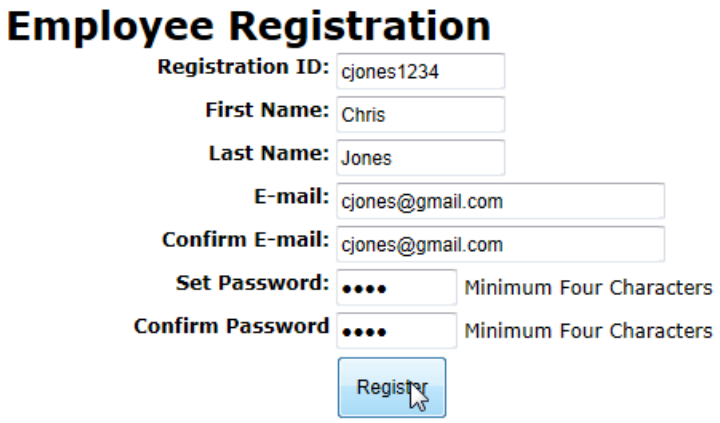
If you are using a RISE office winterm computer, follow these instructions

Step	Procedure	Screen or Comment
1.	Be sure the winterm computer and monitor are switched on.	Your Coordinator/Resource Specialist at the RISE office will assist you to access the computer.

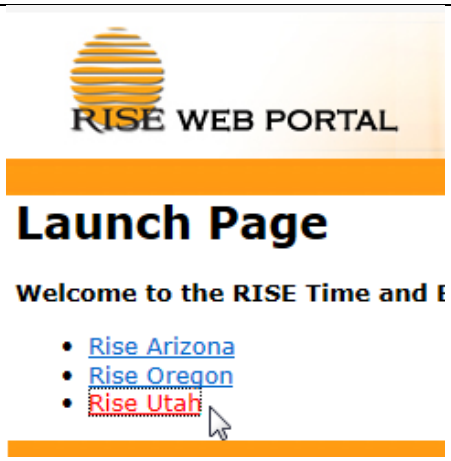
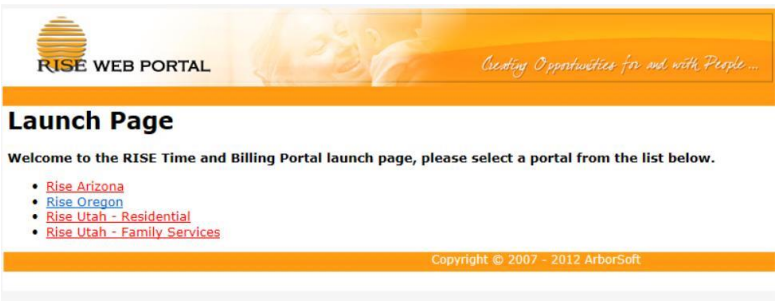
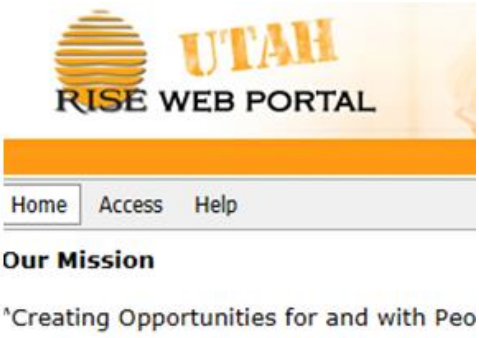
Employee Registration

Step	Procedure	Screen or Comment
1.	Each employee must register in the system.	**This is a one-time process and will usually be completed at a RISE office during employee Pre-Service.**
2.	To Register, click the **Access** tab and then scroll down to **Registration;** click **Registration.** The Employee Registration page appears. (See next page.)	

Step	Procedure	Screen or Comment
3.	Enter your **Registration ID** ***Note:*** *Your* **Registration ID** is *your first initial, last name, and last four digits of your Social Security Number (SSN).* *For example, if your name is Chris Jones and the last four digits of your SSN are 1234, then your* **Registration ID** *is cjones1234 (no spaces)* Enter your **First Name**. Enter Your **Last Name**. ***Note****: You must enter your name exactly the way you wrote it when you filled out your paperwork in Pre-Service. Do not use nicknames or abbreviations.* *If your name changes (marriage, etc.), and you provide Payroll with a completed Change Form and a new social security card, you will need to work with your Resource Specialist (RS) to change your name in the RISE Time & Billing Portal.*	
4.	Enter your **E-mail** address twice. ***Note:*** *Use an e-mail address that you want your password to be sent to in case you forget your password.* *If do not have an e-mail address, use the RISE e-mail address of your Resource Specialist. If you need assistance, please check with your Resource Specialist.*	

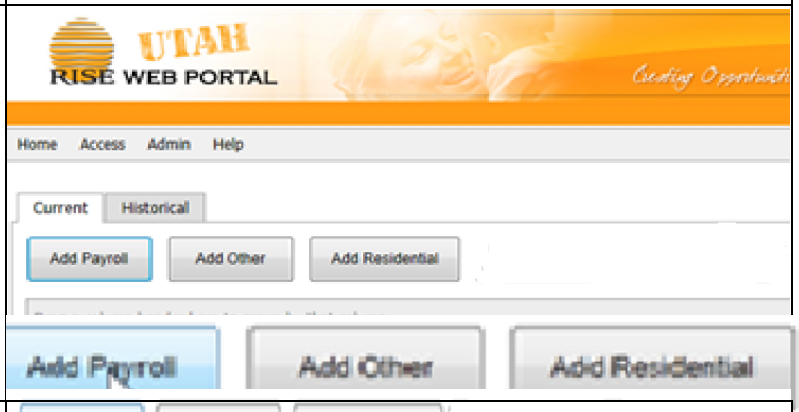
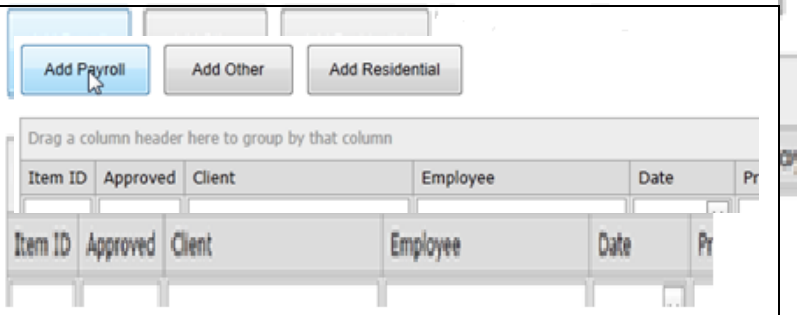
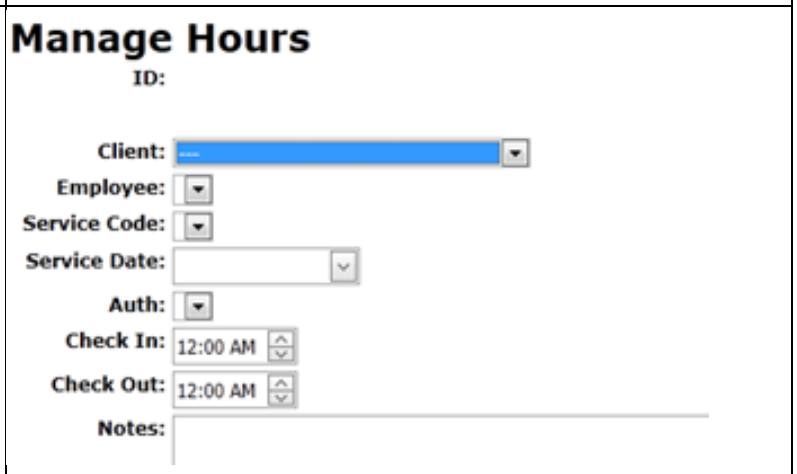
Step	Procedure	Screen or Comment
5.	**Set Password:** by creating a password you will remember. ***Note:*** *Your password must be at least four characters long.*	
6.	Click **Register**. ***Note:*** *You will receive notice that you have registered successfully.*	

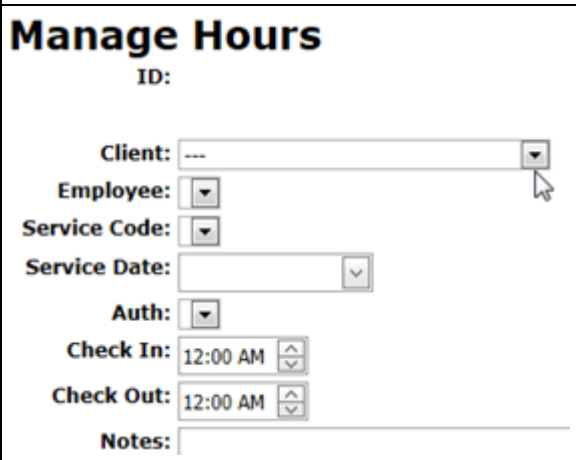
Employee Web Portal Access & Sign-In

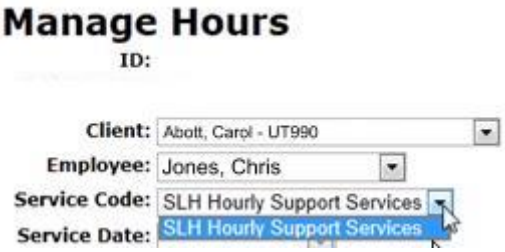
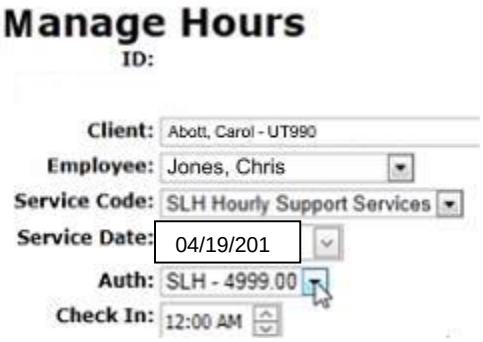
Step	Procedure	Screen or Comment
1.	To log in to Web Portal, type the following URL in your web browser: http://risebilling.riseinc.net/ The RISE Web Portal **Launch Page** appears. Double-click **Rise Utah**.	
	Attn: In the near future, you will see this **Launch Page** where Utah will have two divisions. You will select **Rise Utah – Family Services** Everything else remains the same.	
2.	The Utah home page appears.	

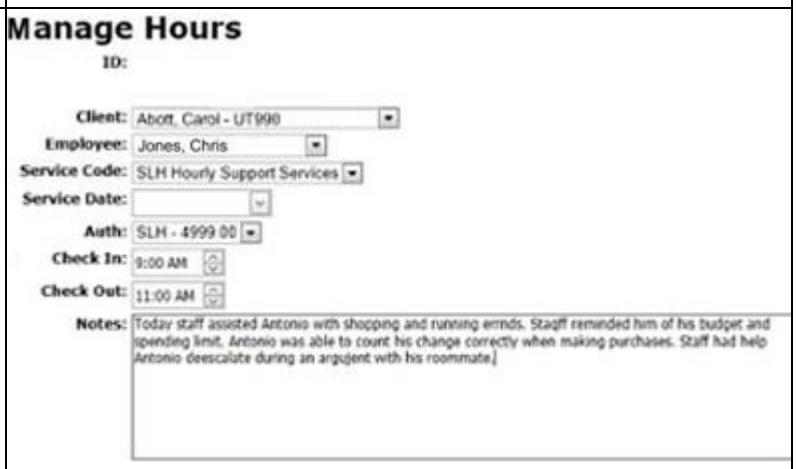
Step	Procedure	Screen or Comment
3.	Click the **Access** tab in upper left of screen and then scroll down to **Sign In**; click **Sign In**.	
4.	Once you are on the **Sign In** screen, make sure **Type:** is set to **Employee**.	
5.	In the **User Name** field, type in your **Registration ID**. *Note: your* **Registration ID** *is your first initial, last name, and last four digits of your SSN.* Type in your Password (the one you created when you registered) and place your cursor on **Sign In** button and click (or depress the **Enter** key on your keyboard).	

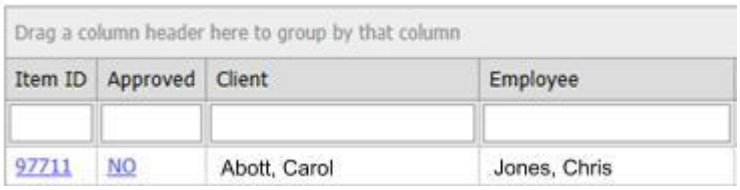
Entering Your Time (Payroll & Client Support Information)

Step	Procedure	Screen or Comment
1.	Once you sign in, the **Time Review** screen opens. See illustration to the right. (This screen does not display a name.) You will see three (3) options to choose from on this screen: **Add Payroll** **Add Other** **Add Residential**	
2.	To make a time entry that documents hours you worked directly with each client, click **Add Payroll**.	
3.	This opens the **Manage Hours** screen, which allows you to enter time for each client you work with. ***Note**: You must make a **SEPARATE** time entry for **EACH PERSON** you support.*	

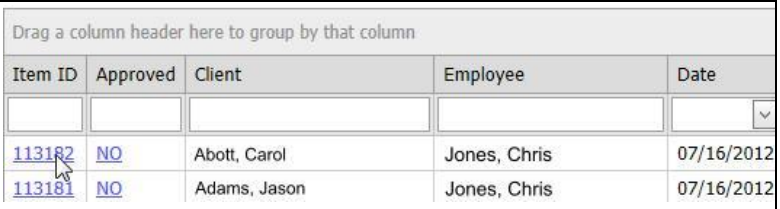
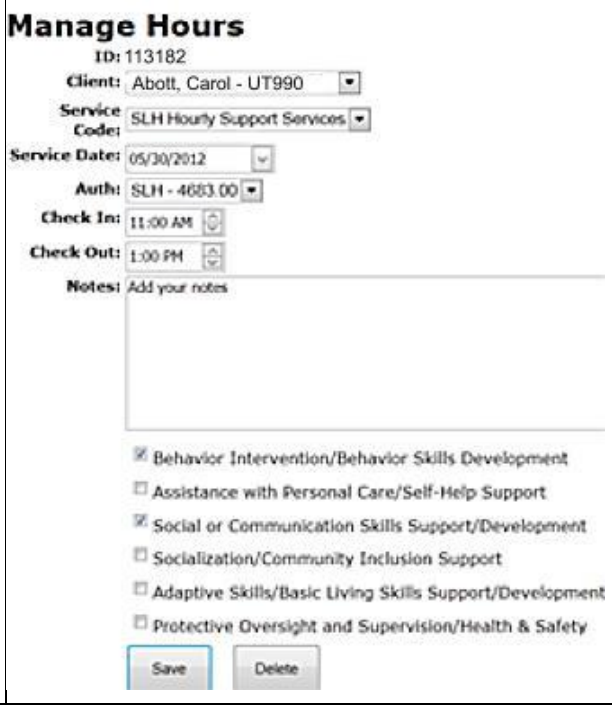
Step	Procedure	Screen or Comment
4.	Click the arrow next to **Client.** A drop-down box will appear with client names from which to choose.	
5.	Select (click on) the name of the client you worked with.	
6.	After you click on the client's name, the screen will refresh and it will look like this.	

Step	Procedure	Screen or Comment
7.	Next, click the arrow on the **Service Code**: box to select the correct **Service Code:**	
8.	Click the arrow next to **Service Date:** This will open a calendar and you will select the date you worked with this client to make your time entry.	
9.	**Ignore** the **Auth**: field. ***Note:*** *The* **Auth**: *shows that the client has a current authorization for service in place and the units (or hours of service) the client is eligible to receive. It will decrease with each service time entry.)*	

Step	Procedure	Screen or Comment
10.	You have two options that allow you to enter the start and end time of service you provided. ***Note:*** *You can type in your* ***Check In:*** *and* ***Check Out:*** *times, or you can use the arrows to scroll up or down to select the correct times of service.*	
11.	Enter your daily documentations in the **Notes:** box. *Note: Please refer to the client's Support Strategies for clarification on what you should be working on/writing about.*	
12.	In the section below the **Notes:** box, please click all the outcome boxes that apply.	

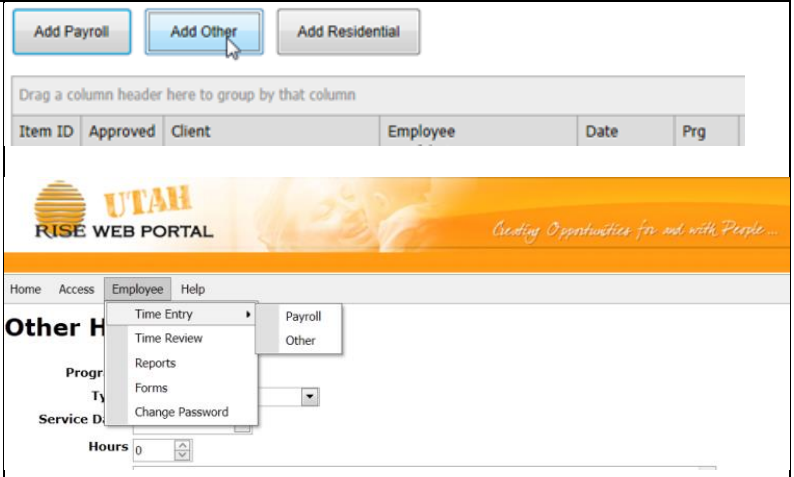
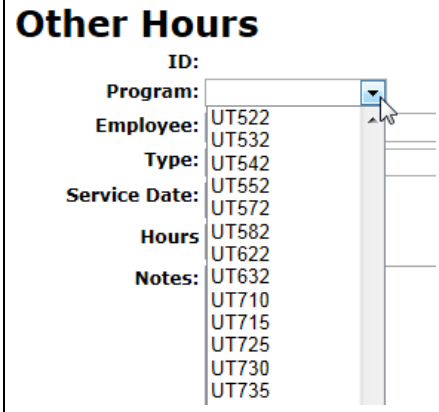
Step	Procedure	Screen or Comment
13.	Then click the **Save** button.	
14.	After you click **Save,** the screen view will refresh and return to the **Time Review** screen.	
15.	Please notice the first two fields midway down on the screen. 1) The first is an **Item ID** number that refers to the "transaction" you just made. (For example, this **Item ID** number is 97711.) The number changes/updates each time you review your entries. 2) The second is an **Approved** field that says **NO**. You can edit your past time entries until your Coordinator changes **NO** to **YES** under **Approved**. (**YES** indicates that your time is approved and can be submitted to payroll.)	

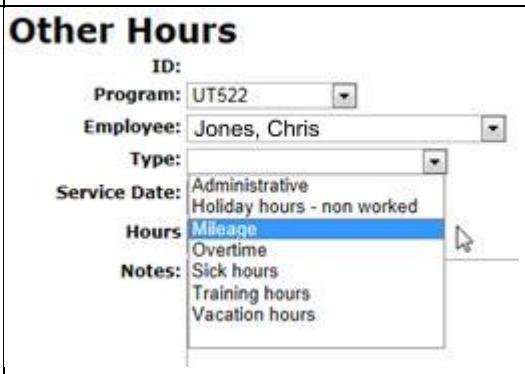
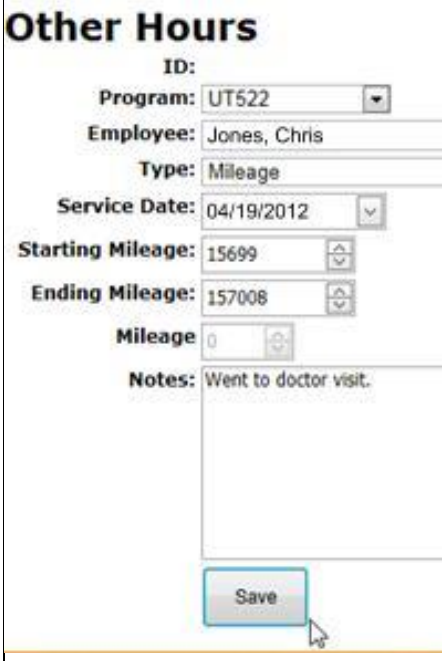
Manage Hours
ID:
Client: Abott, Carol - UT990
Employee: Jones, Chris
Service Code: SLN Hourly Support Services
Service Date: 07/17/2012
Auth: SLN - 1318.00
Check In: 12:00 AM
Check Out: 12:00 AM
Notes: Today staff assisted Carol with shopping and running errands. Staff reminded her of her budget and spending limit. Carol was able to count change correctly when making purchases. Staff had Carol deescalate during an argument with her roommate.
Protective Oversight and Supervision/Health & Safety
Behavior Intervention/Behavior Skills Development
Adaptive Skills/Basic Living Skills Support/Development
Socialization/Community Inclusion Support
Assistance with Personal Care/Self-Help Support
Social or Communication Skills Support/Development
Save

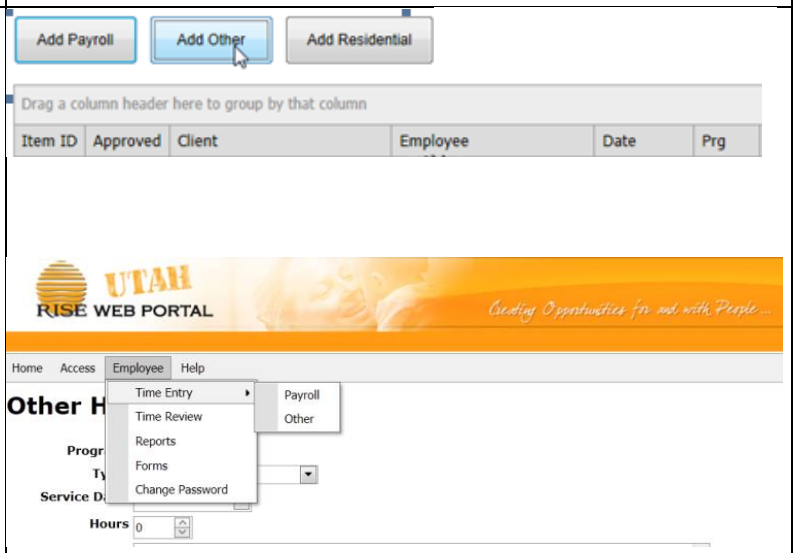
Step	Procedure	Screen or Comment
16.	To change/edit one of your time entries, it must have a **NO** under the **Approved** column. If it has a **NO,** you can click the **Item ID** number (the first entry to the left) and the Manage Hours screen will appear.	
17.	After you have reviewed and edited your entry (date, time, notes, etc.), you will either **Save** or **Delete** the changes by clicking on one of those buttons at the bottom of the screen.	

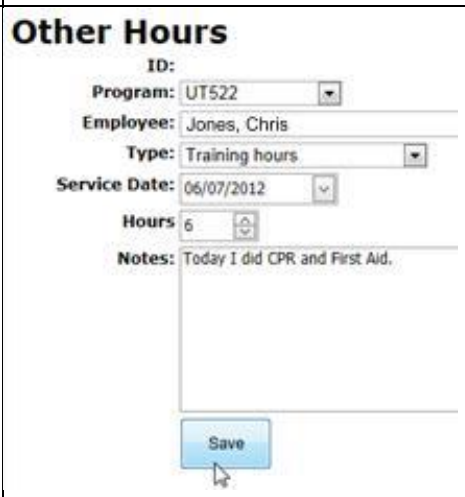
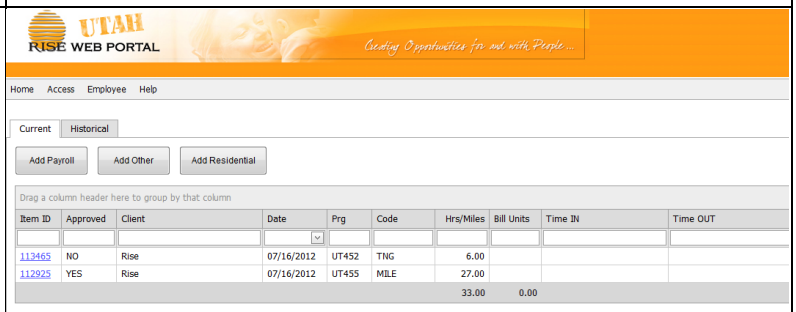
Other Employee Entry Information (Mileage, Training Hours, etc.)

Please note: to enter Training, Mileage, and other hours in the **Add Other** section, select (click on) the **Add Other** button on the Time Review screen. (Refer to p. 9, Step 1) to access the Time Review screen.)

Step	Procedure	Screen or Comment
1.	Follow these steps to enter mileage, if it applies in your program. (Follow the same steps for Vacation and Sick entries only if you are a full-time employee and as instructed by your Coordinator.) Clicking either **Add Other** or **Other** will take you to the correct screen.	
2.	After clicking **Add Other** or **Other**, this screen appears.	
3.	Click the arrow in the box next to **Program**: From the drop-down menu, select the program you worked in. **(IMPORTANT: Make sure you pick the <u>correct</u> Program # or your time entry will be incorrectly coded to the wrong program and your pay will be incorrect, as well.)**	

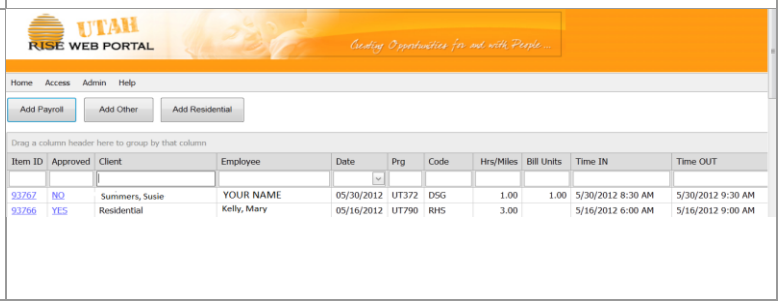
Step	Procedure	Screen or Comment
4.	In this case, to enter **Mileage**, click the arrow next to the **Type**: box and select (click on) **Mileage**. ***Note:*** *You can also enter other* ***Types****, such as* ***Sick hours*** *or* ***Vacation hours*** *if you are a full-time employee and instructed to do so by your Supervisor.*	
5.	Select (click on) the arrow by the **Service Date**: and select (click on) the correct date from the drop-down box.	
6.	Enter your beginning odometer reading in the **Starting Mileage:** box and the ending odometer reading in the **Ending Mileage:** box from your trip. Write trip details in the **Notes:** section. Click the **Save** button when you finish. ***Note:*** *The system will calculate mileage. You do not need to enter anything in the* **Mileage** *box.*	

Step	Procedure	Screen or Comment
7.	When you click **Save**, the screen will refresh to the **Time Review** screen. You can review your mileage entry on this screen, as well as other information you entered.	
8.	Follow these steps to add training hours. Clicking either **Add Other** or **Other** will take you to the **Other Hours** screen.	
9.	After you have entered the correct Program number, click the **Type:** drop-down box and click **Training hours**. *Note: See your Supervisor if you have questions about other* **Types.**	

Step	Procedure	Screen or Comment
10.	In the **Service Date** drop-down box, enter the date of your training. In the **Hours** box, enter how many hours the training was. In the **Notes** box, enter what the training was. Then click **Save**.	
11.	After you click **Save**, the screen will refresh to the Time Review screen.	

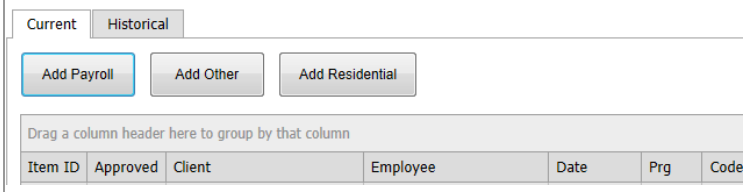
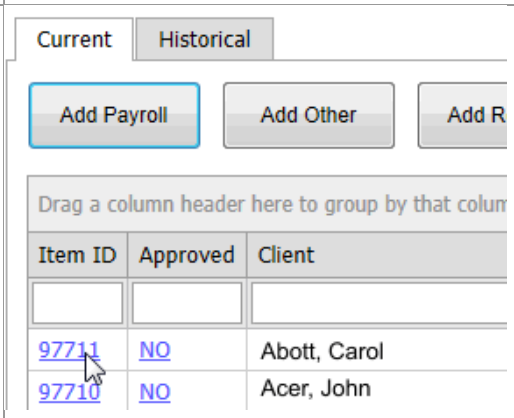
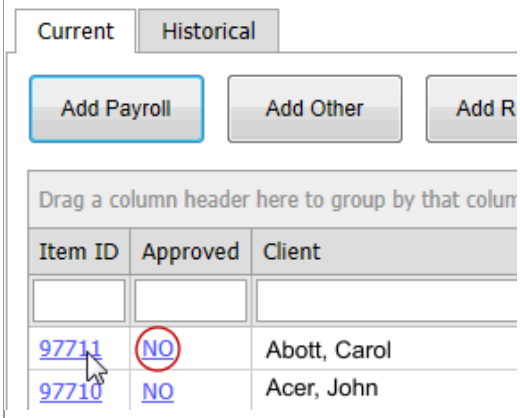
Reviewing Your Time Entries

Follow these steps to review the time entries you have made.

Step	Procedure	Screen or Comment
1.	Sign in using the above **Sign In** steps.	
2.	Click the **Employee** tab.	
3.	From the drop-down list under the **Employee** tab, click the **Time Review** button.	
4.	Review the list of the shifts and times you have entered. See the next section for information on changing or correcting your time (or other) entries.	

Changing Your Time Entries

Follow these instructions to make changes or corrections to your time entries. You may update your time entries until your Coordinator has approved them. Once they are approved, only the Coordinator may make changes.

Step	Procedure	Screen or Comment
1.	Access the **Time Review** window as described in the preceding section. It is the first screen you see after you log in.	
2.	Click the number in the **ID** column and make necessary changes by following the steps under **"Entering Your Time"** on page 12-13.	
3.	Your Coordinator will review all the information you entered and approve your shifts and times before payroll. Until they do so, the **Approved** column will indicate **No.** If there is any information regarding the shift that needs to be changed, your Coordinator will let you know.	

Notes